



Customer Service Representative

Summary:

The City of Highland seeks qualified applicants for the position of **Customer Service Representative**. This position is a key role for Highland Communication Services (HCS).

Essential Duties and Responsibilities:

- Answers phone and/or e-mail inquiries about the types of services offered by HCS, pricing and packaging.
- Meet with businesses as initial contact and/or follow up regarding the service offerings and to solicit a general understanding of the types of HCS services, availability, etc.
- On-site at HCS customer interface locations to answer questions and assist in directing customers (or potential customers) in what service offerings would be best for their specific needs.
- Attend marketing related events to assist in promoting HCS Services.
- Assist in developing HCS marketing literature/promotion pieces.
- Assist in developing and/or updating information posted to the HCS Website.
- Provide administrative assistance to HCS Management such as preparing correspondence, billing, etc.
- Performs other duties and responsibilities as required or assigned within area of expertise or scope of the position.

Qualifications:

- A degree in general business, marketing and/or related field from accredited college is preferred but not required and/or five years related experience in a related role; or equivalent combination of education and experience.
- Must be proficient in Microsoft Office. Familiarity with CCS Software and Accounting Software Packages is a plus.
- Candidates must also have excellent demonstrated communications skills, both oral and written communications skills. It will be necessary to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Must have ability to teach inclined and complex services, and further users' understanding of technical applications.
- Candidates must have the ability to work independently and multi-task as well as be extremely organized.
- City of Highland Residency is required within 6-months of completing the probationary period.

To Apply:

If you meet the qualifications outlined above please submit an application or resume no later than Wednesday, December 22, 2010 to: City of Highland, Director of Human Resources; 1115 Broadway, P.O. Box 218, Highland, IL. 62249. EOE